A Video Conference- expectations vs reality

1. Answer and discuss the questions below:

- Have you ever **worked remotely**?
- If yes, how often do you work **from** home? If no, would you like to work remotely and why?
- What do you think are the biggest **pros and cons** of working like this?
  (you can use some synonyms such as advantage, convenience, benefit, a positive side of, a negative side of, disadvantage, downside, drawback, problem)
- Why do some people prefer to work in the office even though they have the possibility to work from home?

2. Watch the video and say what are the most common problems that occur during conference calls? Is there anything that particularly annoys you? Write your answers below:

1. sound/ technical problems
2. echo/ repercussion of the voice
3. lack of attention/ distraction
4. being late coz of new updates
5. being stuck in traffic, calling from the car

6. freezing (bad connection)
7. delayed voice
8. bad connection/ bandwidth
9. kids running around and disturbing

3. Watch the video again and fill the gaps with the missing words:

1. Paul is having a **sound issue**.
2. Try **adjusting** your output settings.
3. **Can** you hear me?
4. Are you on **hotel WiFI**?
5. I just had to change **a few settings.**
6. Maybe we can **get started** then?
7. I want you to **put them on** (the headphones)
8. I had to **call in**. I'm stuck in traffic
9. Have I **missed** anything **yet**?
10. I think we **lost** Tyler
11. Am I **frozen**?
12. **Why don't we** go over all of the other reports?
13. Beth, **are you with us**?
14. My wife is **out of town** this week.
15. Hy guys, **hang on**, I'm gonna join in.
16. What **platform** are you guys on?
17. **Let's reschedule** and let's just do a regular conference call, ok?
18. Paul can you have David send out the **nine-digit passcode**?

4. Put the sentences into the right boxes (recommended as homework)

STARTING THE CALL	INTERRUPTING A CALL
Is everyone ready to start? Shall we begin? I'd like to welcome everybody here today. Hello, it's Kate speaking. Welcome to the conference call. As you know, today we are discussing XYZ.	Sorry, would you mind if I asked a question? I'm sorry, could you be more specific on that? Could I interrupt you for a minute? Would you mind if I jumped in there? Could I stop you for just one minute, please? Sorry, would you mind if I asked a question? Just to clarify are you saying that...?

ASKING FOR CLARIFICATION	FINISH THE CALL
Could you speak more slowly, please? Could you speak up, please? Could you explain that again? I didn't get that I am sorry could you say it again? Could you explain that in layman's terms?	Is there anything else to discuss? Let's close the call, thank you everyone. We've run out of time so let's wrap up and close the call. I'll confirm our discussion by email. Thank you for your participation, let's speak again next week.

Extra: *You can try to come up with more examples of your own and add them to the right boxes or make your own notes!*